

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

MCNEILL ET AL.

Serial No.: 10/672,472

Filing Date: September 26, 2003

For: Performance Metrics for Telephone-
intensive Personnel

Examiner: Armstrong, Angela J

Group Art Unit: 2626

AMENDMENT UNDER 37 C.F.R. §1.111

Commissioner for Patents
Alexandria, VA 22313-1450

Dear Madam:

This is in response to the Office Action dated March 27, 2009, for which a response is due on June 27, 2009. Accordingly, this response is timely filed. Reconsideration and allowance of the pending claims in light of the remarks presented herein is respectfully requested.